

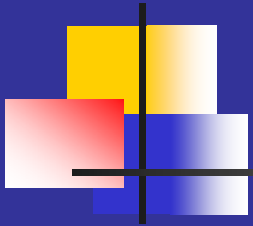


Bursting the Bubbles

King County

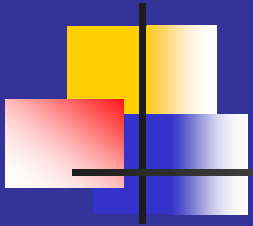
Presented by: Dennis Johnson





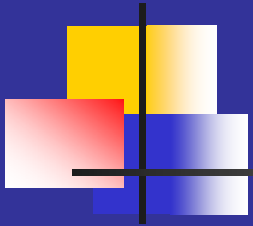
Agenda

1. Introduction
2. Participate in a simulation game
3. Debriefing of simulation game
4. Introduction and Discussion of the Bubble concept
5. Discussion on how experiences and concepts are related to KCIT's Shared Beliefs, Values and Norms
6. Evaluation



Introductions (keep to within 1 min. per person)

- Name
- What do you do within KCIT?
- Select one item from the KCIT Shared Values, Beliefs and Norms document that you believe is most important to you and briefly tell us why.



KCIT Shared Beliefs , Values, and Norms

The customer is our focus -- *We believe our customer's success is **our success**. Therefore:*

- *We strive to understand their business needs, partner with them, and collaboratively develop value-added solutions.*
- *We measure and communicate results and seek and accept feedback.*

We communicate clearly and effectively -- *We believe that excellent communication is necessary for employee engagement, teamwork and personal accountability. Therefore:*

- *We exchange information in clear, complete, honest and timely ways.*
- *We use a variety of communication methods to assure reaching our diverse audiences.*
- *We explain decisions and their rationale to all affected.*
- *We are open to inquiry and equally ready to seek and give feedback.*
- *We are quick to **listen** and slow to speak.*

We support and value one another -- *We believe that our people are greatest asset. Therefore:*

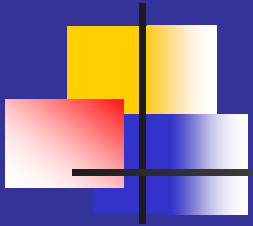
- *We seek out and value the strengths of others.*
- *We strive to provide an environment of trust and respect.*
- *We are committed to **helping each other succeed**.*

We demonstrate accountability and ownership -- *We believe that we are individually responsible for our actions and collectively responsible for our success. Therefore:*

- *We clearly identify roles, relationships and expectations.*
- *We initiate problem identification and solution finding.*
- *We reward taking responsibility and following through.*
- *We will expect, own, and learn from mistakes.*

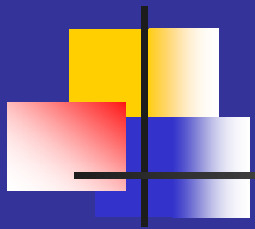
We are committed to building teamwork and collaboration -- *We believe that with our shared passion for technology we increase our capacity to create sustainable solutions by working together. Therefore:*

- *We **use teams** to plan across the enterprise.*
- *We involve stakeholders early and fully.*
- *We think widely about participants and reach out proactively. We are inclusive rather than exclusive.*
- *We praise and reward not just the individual but the team's contributions.*
- *We expect and reward engagement and participation.*
- *We celebrate together our successes and accomplishments.*



Prisoners' Dilemma: An Inter-group Competition

- Decide on a name for your team
- Do not communicate with the other team in any way, verbally or nonverbally, except when I ask you to.
- The object of the game is to obtain as many points as possible.

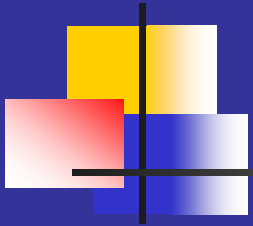


Prisoners' Dilemma Matrix

Team 2

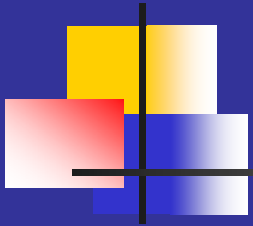
Team 1

		Blue	Red
Blue	-3	-3	+6
Red	-6	+6	+3



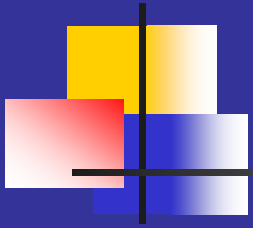
Prisoners' Dilemma:

- You will have up to 2 minutes to discuss with your team members what choice you would like to make – Blue or Red
- Write your answer down and show it to the facilitator when asked.
- The object of the game is to obtain as many points as possible.



Prisoners' Dilemma:

- Points are doubled
- Teams will have up to 2 minutes to discuss their choice and choose a representative
- Then, each group's representative will have the opportunity to meet for up to 2 minutes with his or her counterpart.
- Then, after representatives have conferred with one another, they return to their teams, and the Teams will have up to one more minute in which to make their final decisions.



Points Doubled Matrix

Team 2

Team 1

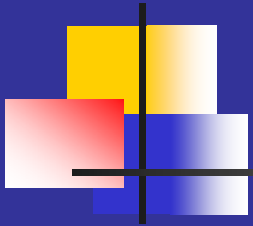
Blue

Red

Blue

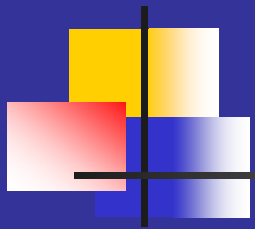
Red

	Blue	Red
Blue	-6	-12
Red	+12	+6



Prisoners' Dilemma:

- Points are squared (a minus will remain a minus)
- Teams will have up to 2 minutes to discuss their choice and choose a representative
- Then, each group's representative will have the opportunity to meet for up to 2 minutes with his or her counterpart.
- Then, after representatives have conferred with one another, they return to their teams, and the Teams will have up to one more minute in which to make their final decisions.

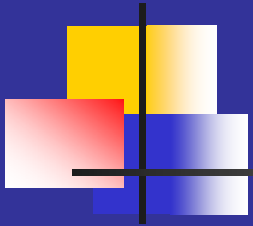


Point Squared Matrix

Team 2

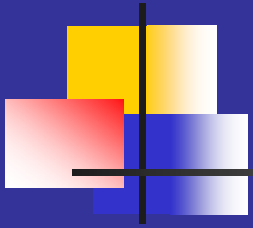
Team 1

		Blue	Red
Blue	Blue	-9	-36
	Red	+36	+9
Red	Blue	-36	+9
	Red	+36	-9



Game Matrix Debrief Questions

- Did everyone participate in the decision making for the group?
 - Was everyone in the group committed to the group's decision?
 - Did individual's think or behave differently over the course of the game?
- Have you observed anything similar in your work environment?
- What were the consequences for not looking for a win-win solutions?
- Do you think this type of behavior can occur ?
 - Is this a leadership, team, subgroup , or individual issue?
 - How will you recognize when it is happening?
 - What will you do to get out of a win-lose situation?



Prisoners' Matrix Possible Scenarios

Team 2

Team 1

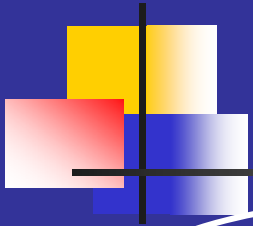
Blue

Red

Blue

Red

	Blue	Red
Blue	<div>-360-36</div>	<div>+1080-108</div>
Red	<div>-1080+108</div>	<div>+3672+36</div>



The Basic Bubble Model

They win & I lose
or
I win & they lose



CHOICE



Re-balance the
scales

**How I start
to see
myself**

Victim
Fair
Sensitive
Good

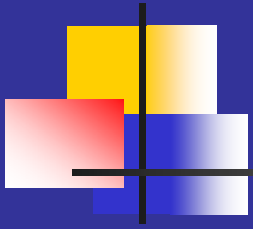
**How I start
to see
other (s)**

Aggressive
Inconsiderate
Insensitive
Bad

*When I distort
reality
I enter the bubble*



- 1. Inflate others' faults*
- 2. Inflate own virtues*
- 3. Inflate the value of things that justify my dislike for the other*
- 4. Blame*

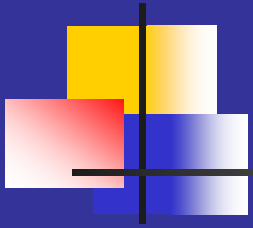


In Your Bubble



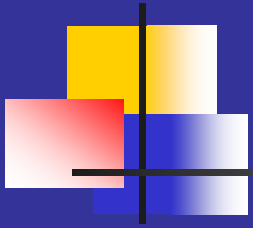
Enter the Bubble

- Defensive
- Guilt
- Threatened
- Hurt
- Stressed/Upset
- Can become automatic part of our character

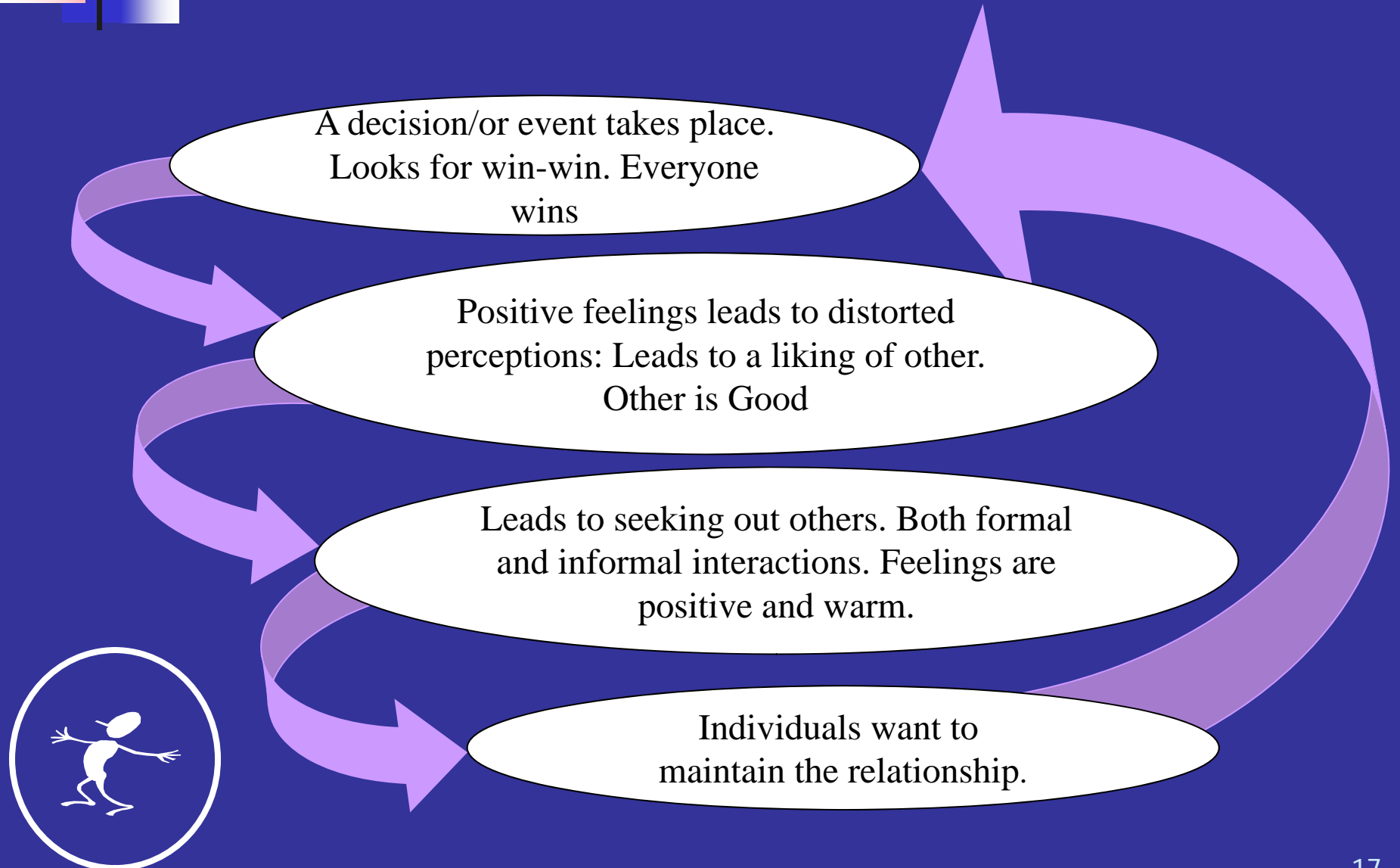


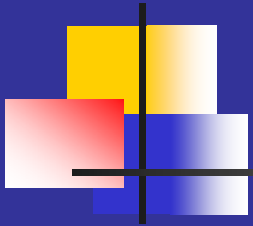
Negative Interaction Cycle



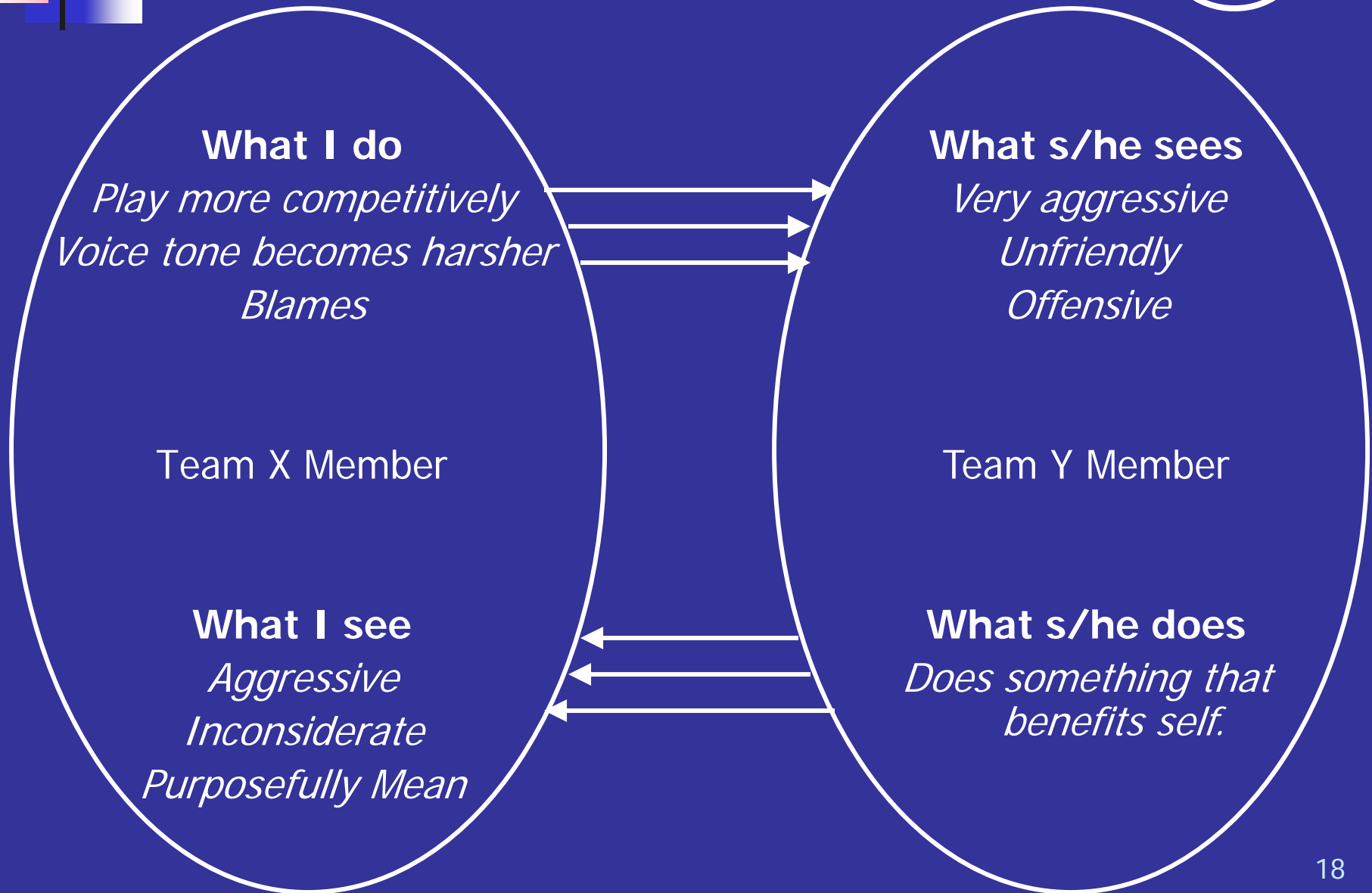


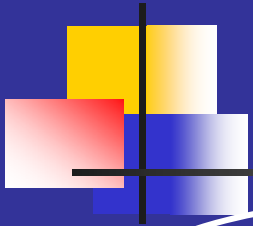
Positive Interaction Cycle



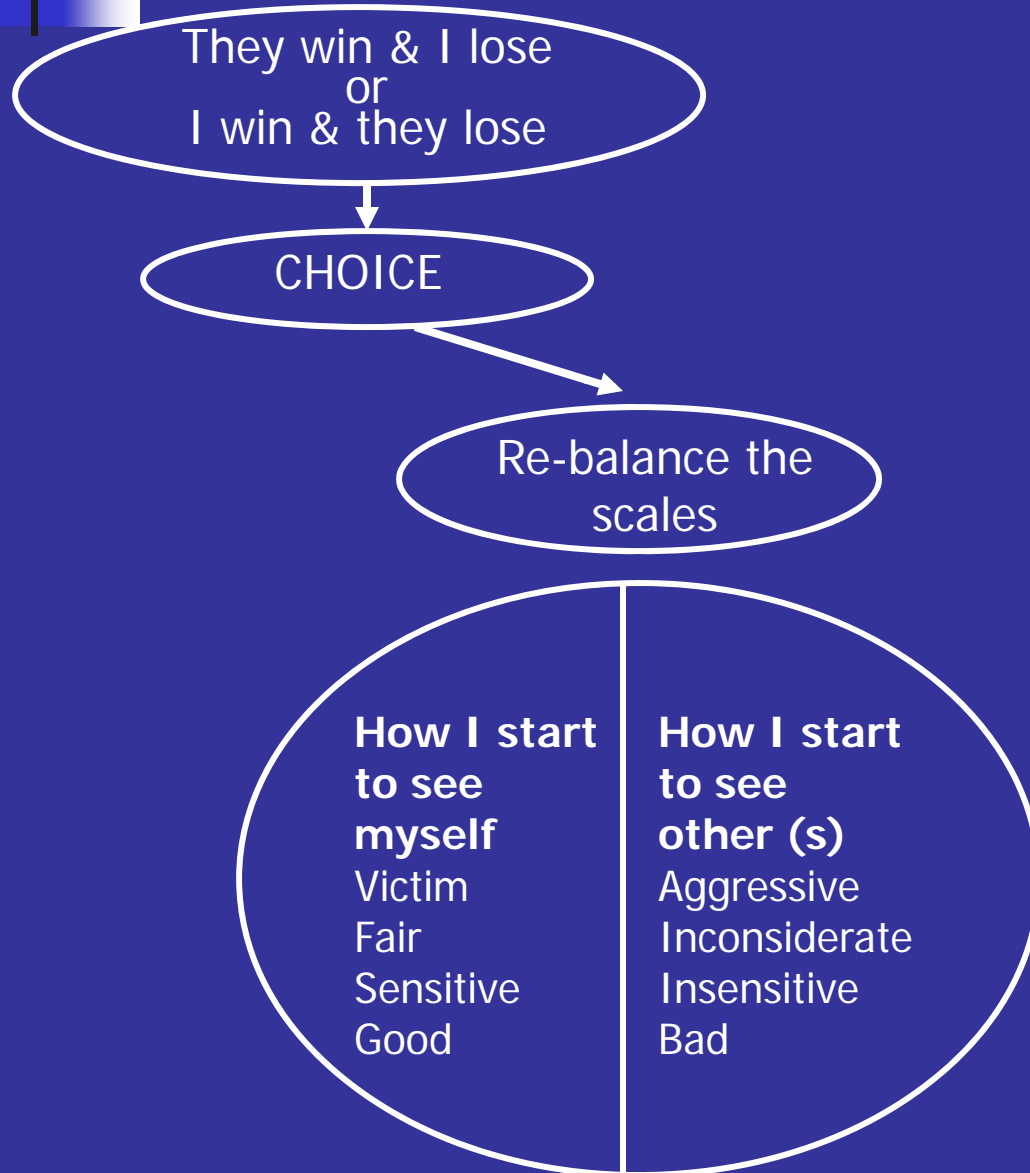


Conflict Cycle at Work





Bubble Problems in Organizations



Poor Teamwork

Low morale

Lack of commitment

Lack of involvement

Troublemaking

Conflict

Lack of motivation

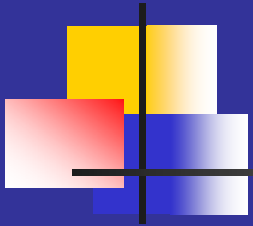
Stress

Bad attitudes

Lack of trust

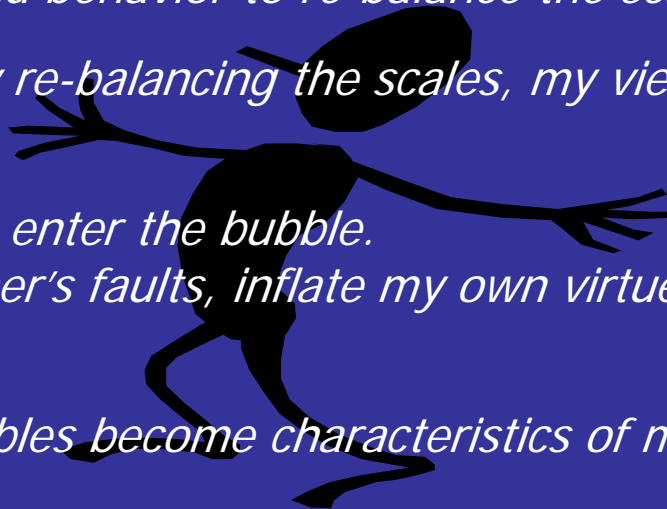
Lack of accountability

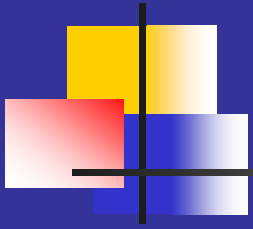
*Communication
problems*



Entering and Staying in the Bubble!


1. *When an event takes place whereby I feel unfairly treated or one of my hot buttons is pushed I experience an "Imbalance".*
2. *When I experience an imbalance, I begin to see the world in ways that justifies my thinking and behavior to re-balance the scales.*
3. *When I begin to justify re-balancing the scales, my view of reality becomes distorted.*
4. *When I distort reality I enter the bubble.*
 - * *I tend to inflate other's faults, inflate my own virtues, and blame others.*
5. *Over time, certain bubbles become characteristics of me*
6. *When I am in my bubble I provoke others to respond from their bubble.*
7. *When I and others interact in our separate bubbles we are colluding to justify mistreatment of one another in the name of re-balancing the scales and maintaining our bubbles.*

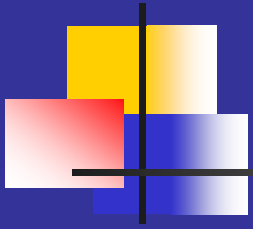




What does not work to get me out of the Bubble

Focus
is
on
the
other
person

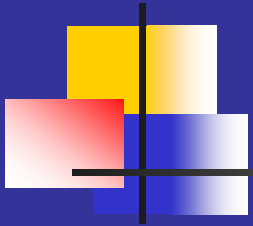
- 
1. Trying to change the other person
 2. Doing my best to just “cope” with others
 3. Leaving
 4. Communicating
 5. Developing new skills or techniques



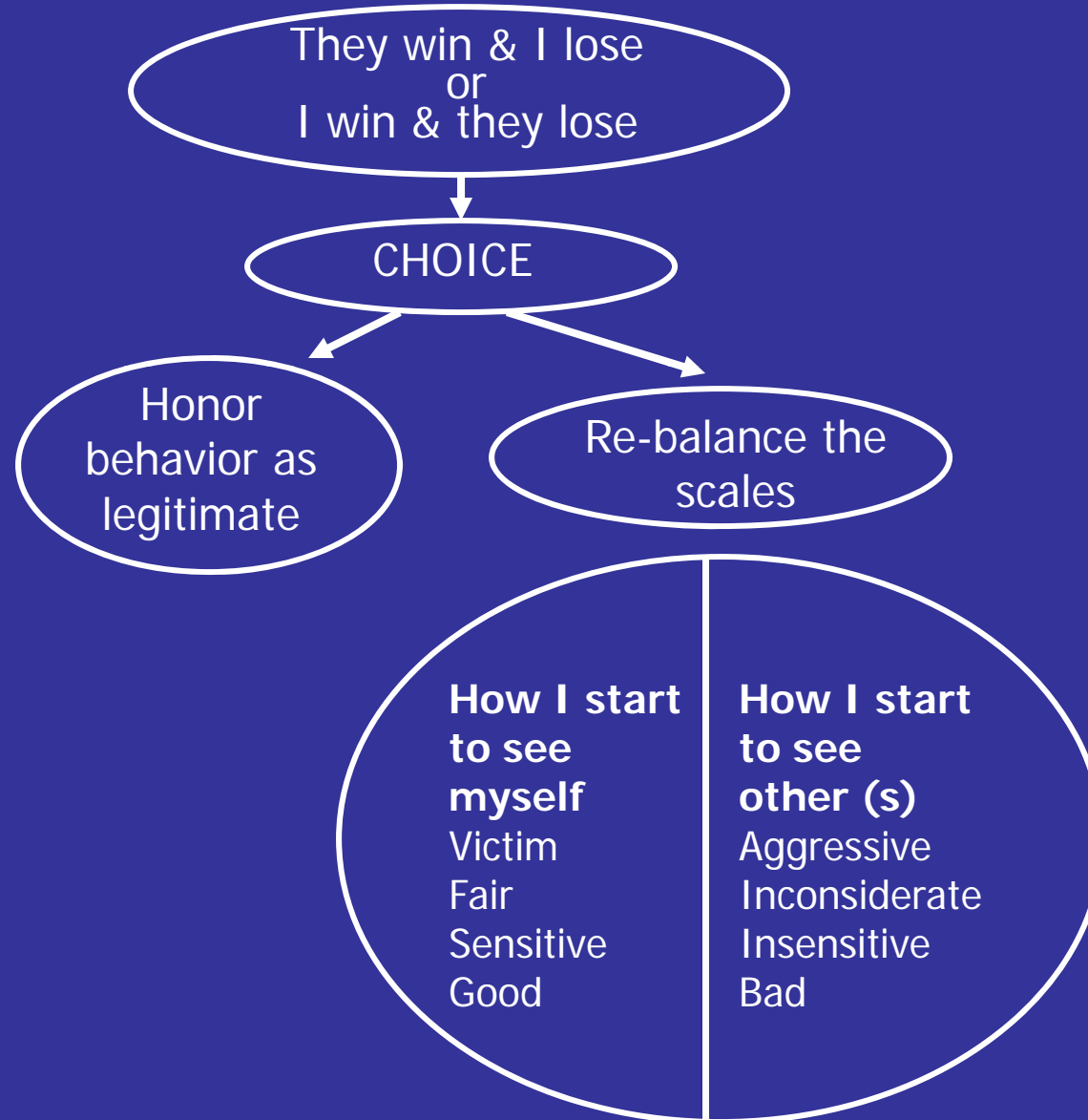
Bursting the Bubble

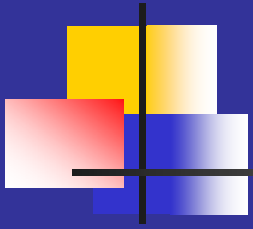
Focus
is
on
self

1. I question my own virtue.
2. I recognize and honor others' needs, hopes, and worries as real and legitimate as my own.



The Basic Bubble Model



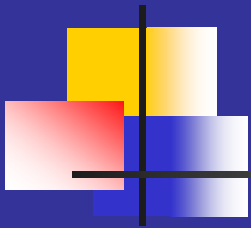


Closing the Circle



What connections can you make between what you experienced and/or learned today and KCIT's Shared Beliefs, Values, and Norms?

What should you do when you believe others are behaving in ways that are inconsistent with KCIT's Shared Beliefs, Values, and Norms?



KCIT Shared Beliefs , Values, and Norms

The customer is our focus -- *We believe our customer's success is **our success**. Therefore:*

- *We strive to understand their business needs, partner with them, and collaboratively develop value-added solutions.*
- *We measure and communicate results and seek and accept feedback.*

We communicate clearly and effectively -- *We believe that excellent communication is necessary for employee engagement, teamwork and personal accountability. Therefore:*

- *We exchange information in clear, complete, honest and timely ways.*
- *We use a variety of communication methods to assure reaching our diverse audiences.*
- *We explain decisions and their rationale to all affected.*
- *We are open to inquiry and equally ready to seek and give feedback.*
- *We are quick to **listen** and slow to speak.*

We support and value one another -- *We believe that our people are greatest asset. Therefore:*

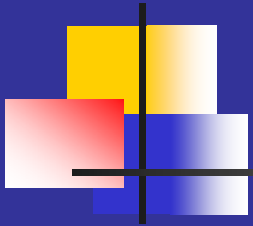
- *We seek out and value the strengths of others.*
- *We strive to provide an environment of trust and respect.*
- *We are committed to **helping each other succeed**.*

We demonstrate accountability and ownership -- *We believe that we are individually responsible for our actions and collectively responsible for our success. Therefore:*

- *We clearly identify roles, relationships and expectations.*
- *We initiate problem identification and solution finding.*
- *We reward taking responsibility and following through.*
- *We will expect, own, and learn from mistakes.*

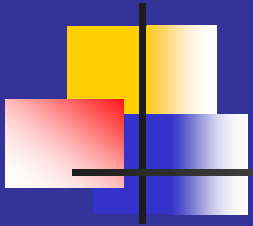
We are committed to building teamwork and collaboration -- *We believe that with our shared passion for technology we increase our capacity to create sustainable solutions by working together. Therefore:*

- *We **use teams** to plan across the enterprise.*
- *We involve stakeholders early and fully.*
- *We think widely about participants and reach out proactively. We are inclusive rather than exclusive.*
- *We praise and reward not just the individual but the team's contributions.*
- *We expect and reward engagement and participation.*
- *We celebrate together our successes and accomplishments.*



Objectives

- To explore trust between group members and the effect of betrayal of trust.
- To demonstrate effects of inter-group competition.
- To dramatize the merit of a collaborative posture in inter-group and intra-group relations
- To explore the origins of negative and positive attitudes and communication patterns between individuals and within and between groups.
- To demonstrate the shared responsibility for effective communication, teamwork, and customer service.
- To introduce a common vocabulary to identify and discuss communication problems.



Summary



- It is incredibly easy to fall into *Us vs. Them* situations that are artificial and need not be defined as such.
- When we are in an *Us vs. Them* situation we will often behave as if we are in a bubble.
- When we are in our bubbles we tend to see other people as objects or less worthy of our attention or consideration.
- We can only connect with others when we:
 - question our own virtue, and
 - recognize and honor others' needs, hopes, and worries as real and legitimate as our own.